

FLORIDA

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2004

Total Number of Fraud and Identity Theft Complaints from Florida Consumers = 38,325



Fraud Complaints from Florida Consumers = 22,263

Top Fraud Complaint Categories for Florida Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	5,206	23%
2	Shop-at-Home/Catalog Sales	2,786	13%
3	Internet Services and Computer Complaints	2,354	11%
4	Foreign Money Offers	2,186	10%
5	Prizes/Sweepstakes and Lotteries	1,420	6%

¹Percentages are based on the total number of fraud complaints from Florida consumers (22,263).

Amount Paid Reported by Florida Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
22,263	\$25,976,616	16,924	76%	\$1,535

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Florida consumers (16,924). One consumer reported an amount paid of \$1.7 million.

Top Florida Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Miami	1,714
Tampa	1,009
Jacksonville	988
Orlando	972
St. Petersburg	490



Identity Theft Complaints from Florida Victims = 16,062

Identity Theft Types Reported by Florida Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	4,917	31%
2	Bank Fraud ²	2,968	18%
3	Phone or Utilities Fraud	2,774	17%
4	Employment-Related Fraud	1,389	9%
5	Government Documents or Benefits Fraud	1,278	8%
6	Loan Fraud	1,021	6%
	Other	3,612	22%
	Attempted Identity Theft	1,174	7%

¹Percentages are based on the 16,062 victims reporting from Florida. Percentages add to more than 100 because approximately 20% of victims from Florida reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.

Top Florida Identity Theft Victim Locations

Victim City	No. of Victims
Miami	2,327
Orlando	957
Tampa	719
Jacksonville	709
Fort Lauderdale	367